GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1217
ANSWERED ON:12.12.2013
CANCELLATION OF TICKETS
Rane Dr. Nilesh Narayan

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of the criteria adopted and penalty enforced by the airlines for cancellation or change of tickets during the last three years;

(b) whether multiple bookings is made by travel agents resulting in empty flights;

(c) if so, the details thereof;

(d) whether this issue was discussed in the meeting of airlines representatives; and

(e) if so, the details thereof and the decisions taken thereon?

Answer

Minister of State in the Ministry of CIVIL AVIATION (SHRI K. C. VENUGOPAL)

(a): Air fare are not regulated by Government. Travel by air is contractual agreement between the passenger & the airline. DGCA has not issued any criteria for cancellation or change of ticket.

Sub Rule (1) of Rule 135 of the Aircraft Rules, 1937 states that every air transport undertaking engaged in scheduled air services shall establish tariff having regard to all relevant factors, including cost of operation, characteristic of services, reasonable profit and the generally prevailing tariff. Therefore, airlines are free to fix reasonable charges/fee.

However, for passenger facilitation DGCA has issued Civil Aviation Requirement (CAR), Section 3, Air transport, Series M, Part IV on `Facilities to be provided to the passenger by airlines due to denied boarding, cancellation of flights and delay of flights`.

(b): Ministry does not maintain the record regarding multiple bookings by travel agents.

(c): Does not arise.

(d): No Madam

(e): Does not arise.